

Product Number: 2534.01.09

MAINFRAME TAPE (INCLUDING MIGRATED)

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DET owns and maintains a tape environment in the Salt Lake City and Richfield data centers providing backup/restore and business resumption services for data stored on mainframe disk. This environment includes a virtual tape (VSM) configuration. Out-of-Area tape creation and removal is available for customers requiring the ability to send tapes to another facility or to offsite storage.

The DET tape environment includes automated data migration/compression (called *Migration Level 1* – “ML1”) and a second level process to migrate and compress data from disk to tape (called *Migration Level 2* – “ML2”). DET provides automated remote backup/restore processing and vaulting between the Salt Lake City and Richfield data centers.

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Robust Management Capabilities	Automated data set level migration/ backup and restore capabilities by using cost-effective tape media. Automated virtual management providing faster access to tape data. Automated offsite backup and remote vaulting.
Compatibility	Supports processing between the two DET data centers.
Backup/Recovery	Included in the cost is volume-level offsite backups run bi-weekly and retained for 2 months. Data Set Level backup performed automatically as data set changes - current version and one changed version kept. The retention timeframe is based on how often a data set is changed.
Capacity Planning	Capacity planning for future tape growth is based on historical trending.
Data Compression	Automated data compression to reduce network traffic, transmission time, and cost.
Physically Safe	A secure, climate-controlled environment.

Monitoring	24x7 monitoring.
Reliable Power	Reliable uninterruptible power with UPS, battery, and generator backup.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Business Continuity	Optionally sold separately.
Non-Database Application Level Backups	The customer is responsible for backup and recovery of non-database data at the application level, unless negotiated through a Special Billing Agreement.

RATES AND BILLING

FEATURE	DESCRIPTION	FY09 BASE RATE
Monthly Charges	Out-of-Area Tape Batch Processing / Backup Tapes Migration Level 2 (Automatic data migration/compression and recall disk to tape)	\$.0015/MB
	Out-of-Area tape not being returned to Data Center	Quoted - SBA

ORDERING AND PROVISIONING

1. DET Mainframe tape storage services can be accessed via Mainframe JCL parameters and will be charged based on Job Card and Data Set Naming information. Charges are based on MB stored per month.
2. Service and billing begins at data allocation to the tape.

DTS/DET RESPONSIBILITIES

All tape and tape storage hardware is maintained by DET with full support by the hardware vendor.

DET provides 24x7 monitoring and support for the tape storage environment.

Provide technical support and problem resolution for tape-related issues and questions including, but not limited to, JCL help, job run failure (abend), onsite and offsite backup, restores, and vaulting.

Provide consulting services related to this product.

DTS/AGENCY RESPONSIBILITIES

Agencies determine and provide their own application-level backups and restores unless otherwise requested and determine job run times and submission.

Agency purchases tape to be used for out-of-silo distribution if the tape will not be returned to DTS.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:30 AM-5:30 PM, Monday-Friday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied